

CO-PAY & ELIGIBILITY VERIFICATION OPTIONS

October 4, 2010

Dear Phoenix Health Plan (PHP) Providers:

- In regards to the recent co-payment changes for AHCCCS Members, it is even more important to verify eligibility and co-payment requirements prior to the Member's scheduled appointment. Providers are responsible for verifying member eligibility prior to providing Covered Services and failure to do so may result in denied payment of service rendered.

There are several options available to providers to verify eligibility and co-payment responsibility as listed in the table below:

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| PHP Eligibility | Website: http://www.phoenixhealthplan.com/log_in.aspx | <ul style="list-style-type: none"> • If you are registered, click on link to log in • If you are not registered, click on link to request a User ID and password |
| | Automated Voice Response System (AVRS) (602) 824-3700 Option 3, option 1 <u>or</u> (800) 747-7997 Option 3, option 1 | <ul style="list-style-type: none"> • AHCCCS ID number required for access • Search by either member ID or member name and DOB |
| | Member Services Representative (602) 824-3700 Option 3, option 7 <u>or</u> (800) 747-7997 Option 3, option 7 | <ul style="list-style-type: none"> • You will need your AHCCCS provider ID or NPI number • Member Name, DOB, AHCCCS ID |
| AHCCCS Eligibility | Website: https://azweb.statemedicaid.us/Home.asp | <ul style="list-style-type: none"> • If you are a new user, click on link to create a new account |
| | Interactive Voice Response System (IVR) (602) 417-7200 (800) 331-5090 | |
| | On-line Eligibility Verification System (EVS) For more information on EVS, contact: Web MD (800) 366-5716 Medifax EDI (900) 444-4336 AHCCCS Verification Unit (602) 417-7000 (800) 962-6690 | <ul style="list-style-type: none"> • EVS allows providers to use a PC to access eligibility and enrollment information • You will need your AHCCCS provider ID or NPI number • Member Name, DOB, AHCCCS ID • Date of Service |

Network Management
Ph. 602.824.3700 or 800.747.7997 (Options in order: 3, 6)
Fax 602.674-6670

Visit our website at www.phoenixhealthplan.com & www.abrazoadvantage.com